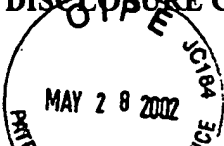


<b>INFORMATION DISCLOSURE CITATION</b> 	Docket Number	Serial Number
	01-033	09/973,581
	Applicants WALKER et al.	
Filing Date October 9, 2001		Group Art Unit 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB- CLASS	FILING DATE IF APPROPRIAT E
GA	A	US 6,301,354 B1	10/09/01	Walker et al.	379	266.01	

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**JUN 05 2002**  
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**FOREIGN PATENT DOCUMENTS**

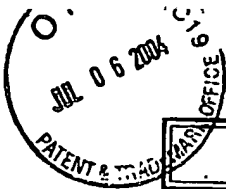
	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB- CLASS	Translation	
							Yes	No

**OTHER DOCUMENTS (Including author, Title, Date, Pertinent Pages, Etc.)**

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EXAMINER	Olga Anush	DATE CONSIDERED:	1/20/5
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**EXAMINER:** Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



# ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of  
Invention

METHOD AND APPARATUS FOR ENTERTAINING  
CALLERS IN A QUEUE

Application Number: 09/973581  
Confirmation Number: 5776  
First Named Applicant: Jay WALKER  
Attorney Docket Number: 01-033  
Art Unit: 2645  
Examiner: Olisa Anwah  
Search string: ( 20040128192 ).pn.



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JUL 09 2004

Technology Center 2600

## US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20040128192	2004-07-01	Paluszek et al.			

Signature

Examiner Name	Date
Olisa Anwah	1/20/5